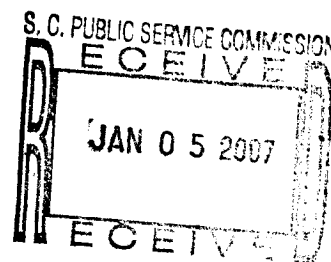




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SA



January 3, 2007

Charles Terreni
Chief Clerk and Administrator
Public Service Commission of South Carolina
P O Box 11649
Columbia SC 29211



JAN 05 2007

PSC SC
DOCKETING DEPT.

C. Dukes Scott
Executive Director
Office of Regulatory Staff
P O Box 11263
Columbia SC 29211

Re: Quality of Service Reports for Hargray Telephone Co. Inc., Bluffton Telephone Co. Inc., and Hargray Inc. for the quarter ended 12/31/06.

Dear Sirs:

I have enclosed the Quality of Service reports for Hargray Telephone and Bluffton Telephone. I have also enclosed the CLEC service quality report for Hargray Inc.

Please contact me at 843-341-1579 if you should have any questions.

Yours truly,

Ed Heuck
Chief Technology Officer

Enclosures

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY TELEPHONE COMPANY

QUARTER / YEAR Q4 / 2006

Reporting Month	OCTOBER	NOVEMBER	DECEMBER
Number of Customer Access Lines Provided:			
via Resale	~	~	~
via UNE-P	~	~	~
via Other Methods	42785	43009	43242
Total Line Count	42785	43009	43242
<u>Trouble Reports / Access Line (%)</u> (Objective: < 7%)	0.61 %	0.56 %	0.51 %
<u>Customer Out of Service Clearing Times(%)</u> (Objective: > 85% w/in 24 hrs)	89.69 %	90.50 %	87.73 %
<u>New Installs Completed w/in 5 Days(%)</u>	69.93 %	80.03 %	74.74 %
<u>Commitments Fulfilled(%)</u> (Objective: > 85%)	83.84 %	88.76 %	85.24 %

Explanation for Objectives Not Met:

Does your company use its own switching facilities
to provide services within South Carolina?

YES ☒ NO ☐

Person Making Report / Contact Information:

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY, INC.

QUARTER / YEAR Q4 / 2006

Reporting Month	<u>OCTOBER</u>	<u>NOVEMBER</u>	<u>DECEMBER</u>
Number of Customer Access Lines Provided:			
via Resale	<u>~</u>	<u>~</u>	<u>~</u>
via UNE-P	<u>~</u>	<u>~</u>	<u>~</u>
via Other Methods	<u>6372</u>	<u>6546</u>	<u>6735</u>
Total Line Count	<u>6372</u>	<u>6546</u>	<u>6735</u>
<u>Trouble Reports / Access Line (%)</u> (Objective: < 7%)	<u>1.18 %</u>	<u>2.18 %</u>	<u>0.89 %</u>
<u>Customer Out of Service Clearing Times(%)</u> (Objective: > 85% w/in 24 hrs)	<u>93.33 %</u>	<u>97.90 %</u>	<u>95.00 %</u>
<u>New Installs Completed w/in 5 Days(%)</u>	<u>85.44 %</u>	<u>90.06 %</u>	<u>86.39 %</u>
<u>Commitments Fulfilled(%)</u> (Objective: > 85%)	<u>95.18 %</u>	<u>95.48 %</u>	<u>93.42 %</u>

Explanation for Objectives Not Met: _____

Does your company use its own switching facilities
to provide services within South Carolina?

YES ☒ NO ☐

Person Making Report / Contact Information: _____